

Vaughn Construction Builds Seamless, Centralized Communications



Everything's bigger in Texas. Like the projects Houston-based Vaughn Construction works on, including the state-of-the-art AT&T Stadium, which opened in 2009. It just so happens that's the same year Vaughn deployed its first Mitel unified communications system through TeleComp (formerly Co-nexus Communication Systems).

Working on large projects that can take anywhere from six months to six years, having a consistent, reliable communications partner has enabled the company to maximize its communications budget while keeping up with the latest technology.

"We never have to throw anything away," notes Rahul Deshmukh, Vaughn's director of IT. "Because Mitel is more of a software driven company, we've been able to upgrade our system and refresh our technology every year, without updating or adding hardware, which has helped us protect our capital investment and maximize our communications dollars over the last decade, while giving us an evergreen growth path."

That path has led to numerous benefits, Deshmukh reports, including lower, ongoing operating expenses. "With our previous supplier Nortel, we had to install a separate phone system at each construction site. With Mitel, we now have centralized dial tone, management, and administration of a unified communications system we can fully deploy at sites in two days versus two months.

"Today, we can send a trailer with phones, laptops and internet access, so we're up and running in no time," Rahul reports. "Relocating people is seamless. We have gone from having a basic service partner to a strategic partner with Mitel and TeleComp, who understands our need to be nimble and mobile."



Powering connections

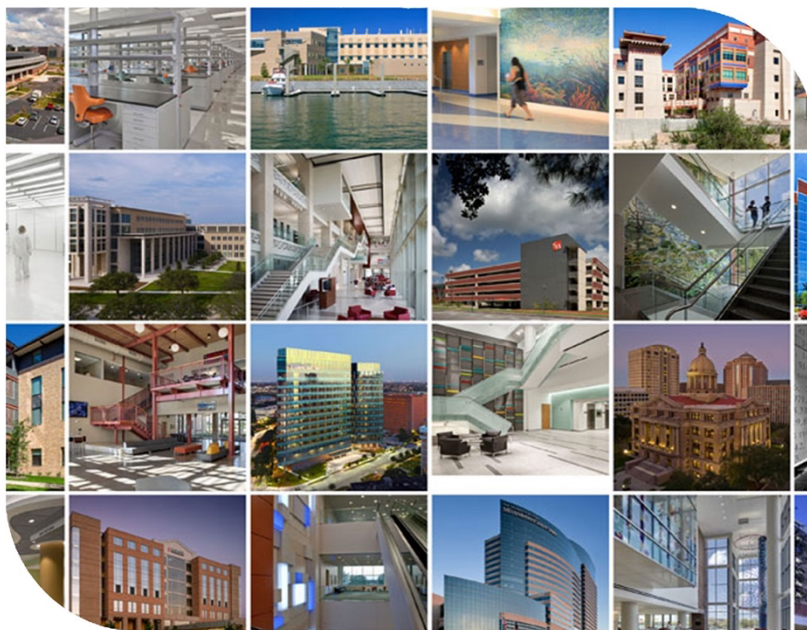
Enjoying the benefits and same features of its corporate premise desktop communications system, Rahul is also able to respond immediately to new business opportunities, with the ability to quote new jobs in minutes.

“Whether I’m in the office or onsite, things just work,” he says. “With immediate access to team members in other departments via voice and IM, I can provide prospects and current clients with the information they need, when they need it. This makes us not only more responsive, but much more competitive.”



ABOUT VAUGHN CONSTRUCTION

Vaughn Construction provides building construction only in Texas and has done so for more than 30 years. Vaughn has 10 offices and projects in every major part of the state. With 1,000 employees, Vaughn is one of the largest construction management companies in Texas.



About TeleComp

TeleComp was founded in 2003 in Northwest Arkansas after the merger of three smaller telecommunications and computer companies. TeleComp expanded to Little Rock in the following years. TeleComp specializes in Hosted Cloud phone systems and contact centers utilizing its own proprietary cloud platform, TeleCloud. Additionally, as a Tier 3 Phone and Internet Carrier, TeleComp delivers business fiber through its own fiber network and wholesale agreement with AT&T. In 2018, TeleComp secured its Platinum statuses with both Mitel business telephones and AT&T Partner Exchange program providing fiber sales and service, which makes it one of the largest service companies in the United States.



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